

# Online Claims Portal Training for Service Partners



Ontario Paint Industry  
Stewardship Program

**June 18, 2015**

**June 25, 2015**

## Product Care Association

**Patrick Chauvet** – Ontario Program Director

**Cherith Sinasac** – Program Coordinator

**Holly Lafontaine** – Program Coordinator

**Sarah Willie** – Manager, Technical Services



# Online Claims Portal - Agenda

- Welcome, Introductions, and Paint Program Overview
- Transition Overview
- Portal Overview
  - Portal Log in
  - Basic Navigation
  - Account Information
  - Submitting Claims
  - History and Status of your Submissions
- Live Run-Through of the Portal
- Questions

*We will stop for questions as we go through the presentation*



# Online Claims Portal – Paint Program Overview

## *Product Care Association*

- Is a Federal Non-profit Product Stewardship Association
- Started 20 years ago in British Columbia
- Develops, implements and manages 14 product stewardship program in 9 provinces, on behalf of industry



# Online Claims Portal – Paint Program Overview



Paint: BC, SK, MB, NB, NS, NL, PEI, ON (June 30 2015)



Flammable liquids (including solvents), pesticides and other HHW products: BC, MB



Lighting: BC, MB, QC



Smoke and CO Alarms: BC



Small Appliances: BC, contracted by CESA



Major Appliances: BC, contracted by MARR



Outdoor Power Equipment: BC, contracted by OPEIC



# Online Claims Portal – Transition Overview

## *Summary of Key Dates*

- September 2013 PCA submitted their Industry Stewardship Plan to Waste Diversion Ontario (WDO)
- Extensive consultation and stakeholder engagement
- December 10, 2014 WDO approved the ISP, no sooner than June 1, 2015
- March 25 the effective date of the ISP was announced by WDO as June 30, 2015
- Service Partner Training Webinars June 18, and June 25
- End of day June 30, 2015 the Portal goes live



# Online Claims Portal – Transition Overview

## *Information Request by PCA from Service Providers*

- Payment & Contact Information – spread sheet
  - (Can't issue a password for the claims portal)
- Submit EFT/Cheque form to PCA
  - (Can't pay Service Providers for claims submitted)
- Service Providers to submit and example of their Company BOL
  - Please assure your BOL has the required information for claims validation
- Regulatory Info, Audit Check List, Compliance Letter
  - To be completed by June 30th for Service Provider final approval



# Online Claims Portal

## *Questions*



- To pose questions please type them into the “Chat” function located on the left side of your screen

# Online Claims Portal – Overview

## *The PCA Claim Portal*

- PCA's Service Partner Portal is a convenient web-based tool for entering claim submission reports related to the Paints and Coatings
- All Service Partners, including Municipalities, Transporters and Processor, will be interacting with the portal
- PCA requires a unique portal to communicate directly with the database and accounting systems for ease of data management and to facilitate payments



# Online Claims Portal – Overview

## *The PCA Claim Portal*

- What are you claiming for;
  - Service Providers – Transportation for depot collected non commingled paint and R2R paint collected and Processors for processing services of paint from the Ontario paint ISP program
  - Municipalities – Depot collected commingled aerosols & event paints
- All Service Partners who have submitted their payment and contact information will be issued their user names and passwords for logging in
- ***submit your information asap, if you haven't yet, to prevent delays in payment***



# Online Claims Portal – Overview

## *What is this training all about?*

- The training today will give you instruction, including a live presentation, to familiarize you with the portal functions
- Each of the two scheduled training sessions for Service Providers will review the same detailed instruction
- Affords you an opportunity to ask questions, but of course questions are welcome at any time!



# Online Claims Portal – Overview

## *Available Resources*

- **Product Care Staff** are available to assist you with any challenges you may have during the transition
- A **training manual** for use of the portal is available for download from our website
- A **copy of this presentation** will also be available for download and reference from our website
- <http://www.regeneration.ca/service-partner-support/ontario/>



# Online Claims Portal

## *Questions*



- Reminder: To pose questions please type them into the “Chat” function located on the left side of your screen

# Online Claims Portal – Basic Overview

## *High Level Overview of Portal Functions*

- **Account Information**
  - Summarizes your companies' information including portal users and mailing address
- **Submitting a Claim**
  - Upload Spreadsheet or manual entry of claims into the portal allows for PCA staff to validate, verify and remit payment
- **History and Submission Status Tracking**
  - Maintains your submission history in a searchable and exportable format, and indicates your submission status as it moves from pending to approved to paid



# Online Claims Portal – Logging Into the Portal

[www.regeneration.ca/service-partner-support/ontario/](http://www.regeneration.ca/service-partner-support/ontario/)

The screenshot shows the ReGeneration website interface. At the top, there is a green navigation bar with a search box, a language selector set to 'Français', and buttons for 'SERVICE PARTNER SUPPORT', 'MEMBER SUPPORT', and 'CONTACT'. Below this is a light green banner with the ReGeneration logo and tagline 'Special waste recycling by Product Care'. A secondary navigation bar contains links for 'PROGRAMS', 'ABOUT', 'NEWS', 'EVENTS', and a red 'FIND A COLLECTION SITE' button with a location pin icon.

The main content area is divided into three columns:

- SERVICE PARTNER SUPPORT:** Includes an 'Overview' section with a list of provinces: Ontario, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, and Prince Edward Island. Below this is an 'ARE YOU A MEMBER?' section with a 'Go to Member Support' button.
- Ontario:** A section titled 'Ontario' with a welcome message and a paragraph about the Waste Diversion Ontario (WDO) program launch on June 30, 2015. It includes a 'Please visit our site frequently for updates...' notice and a 'Still can't find what you're looking for?' message with a 'Reporting portal' link and an external link icon. A blue arrow points to this link.
- CONTACT:** Lists contact information for Patrick Chauvet (Ontario Program Director) and Cherith Sinasac (Program Coordinator), including direct and toll-free phone numbers and hours of operation.

At the bottom right, there is a red box with a cartoon character and the text 'HAVE A QUESTION? CONTACT US!'. The footer features the 'Product Care' logo and five icons representing different types of waste: a paint can, a light bulb, a bottle, a CD/DVD, and a battery.



# Online Claims Portal – Basic Overview

## Logging into the Claims Portal

The screenshot shows the 'Ontario Service Partner Portal' login page. The header features the Product Care Association logo and the text 'Product Care Association Ontario Service Partner Portal'. The main content area has a background image of paint cans and a large 'W' watermark. A central text box reads: 'Welcome to the claims reporting portal for municipalities, transporters, and processors participating in Ontario's paint recycling program.' Below this are three bullet points: 'Please login below to submit a claim, review your reporting history, or to confirm your account information.', 'If you have any questions please contact us at [ONclaims@productcare.org](mailto:ONclaims@productcare.org) or by phone at 1-877-592-2972.', and 'For detailed reporting instructions you can download our user manual [here](#).' Below the text is a login form with fields for 'Your Email' and 'Password', a 'Log In' button, and a '[I forgot my password](#)' link. To the right is a 'Join Our Team' button. Blue arrows point to the email and password fields, the 'Log In' button, and the 'Join Our Team' button.

Product Care Association  
Ontario Service Partner Portal

Welcome to the claims reporting portal for municipalities, transporters, and processors participating in Ontario's paint recycling program.

- Please login below to submit a claim, review your reporting history, or to confirm your account information.
- If you have any questions please contact us at [ONclaims@productcare.org](mailto:ONclaims@productcare.org) or by phone at 1-877-592-2972.
- For detailed reporting instructions you can download our user manual [here](#).

Your Email  
Password

Log In

[I forgot my password](#)

Apply to join our team of Service Partners

Join Our Team

# Online Claims Portal – Basic Navigation

Shaquita Paterno | Brendar



Product Care Association

Ontario Service Partner Portal

ACCOUNT SUBMISSIONS HISTORY CONTACT

- Moving from page to page is done through the navigation header, only those pages available to you based on your role will be visible
- Account information will be available to administrators only, and Finance users will not be able to complete submissions
- To log out of the system, close your browser tab



# Online Claims Portal – Account Information

Roman Lowy | Hotz



Product Care Association

## Ontario Service Partner Portal



[ACCOUNT](#) [SUBMISSIONS](#) [HISTORY](#) [CONTACT](#)

### COMPANY/MUNICIPAL INFORMATION

Name:

Street:

City:

Province:

Country:

Postal Code:

Main Phone:

Other Phone:

Fax:

### LOCATIONS

Name

### REGISTERED PORTAL USERS

Name	Email	Role	Active
Roman Lowy	Roman.Lowy@fakemail.com	Administrator, Finance	<input checked="" type="checkbox"/>
Basil Nathan	Basil.Nathan@fakemail.com	Data Entry	<input checked="" type="checkbox"/>



# Online Claims Portal – Account Information

- The Account Page is available to Administrative level users only
- It provides the user with a quick reference to all of their company contact information
- A list of registered users for your company and level of access



# Online Claims Portal – Account Information

- Information is not directly editable, contact PCA to make changes, examples include:
  - Change to Contacts or roles
  - Adding an additional contact
- Contacts listed for security and privacy
- Future changes on the account information page to include an updating feature

# Online Claims Portal

## *Questions*



- Reminder: To pose questions please type them into the “Chat” function located on the left side of your screen

# Online Claims Portal - Submissions

Annamaria Abels | DURHAM, MUNICIPALITY OF



Product Care Association

## Ontario Service Partners Portal

ACCOUNT SUBMISSIONS HISTORY CONTACT

### SUBMISSION

Submission Title:

March Durham Depots and Boat Ev

Download Template

Upload Spreadsheet

### SHIPPING DOCUMENTS

File Name

H-1050.pdf

B-0001.pdf

B-0002.pdf

DA-1000.pdf

### SAVED UNFINISHED SUBMISSIONS

Save Without Submitting

Title	Date	Entered By
March Durham Depots and Boat Event	Jun 15 2015	Annamaria Abels

### CLAIMS

Program	Service Type	Document No.	Pickup Date	Delivery Date	Site ID	Collection Site	Transporter	Processor	Material Category	Container Type	Qty	Weight (kg)	Unit
Ontario Paint	Commin	H-1050	Mar 18 2015	Mar 18 2015	1165	Depot - Scug...	Hotz	Drain-All	Aerosols	205L Dr	2	97	Kg
Ontario Paint	Commin	B-0001	Mar 18 2015	Mar 20 2015	1170	Depot - Broc...	Buckham	Drain-All	Aerosols	205L Dr	4	204	Kg
Ontario Paint	Commin	B-0002	Mar 8 2015	Mar 8 2015	1175	Depot - Pick...	Buckham	Drain-All	Aerosols	205L Dr	6	278	Kg
Ontario Paint	Event Cl	DA-1000	Mar 8 2015	Mar 9 2015	1190	Event - Muni...	Drain-All	Hotz	Paints &		4	1589	Kg

Gaylord Box  
20L Pail  
205L Drum

Submit Claims



# Online Claims Portal – Submissions

- The core function of PCA's Service Partner Portal is the reporting of collection and post collection activities to PCA
- Who reports - Municipalities, Transporters and Processors
  - **Municipalities**
    - Depot commingled aerosols
    - Paint, including aerosols collected at events
  - **Transporters** – Paint collected from municipal depots and retail/commercial locations
  - **Processors** – Paint processed from all PCA paint collection sites



# Online Claims Portal – Submissions

The submission page is where you will upload or directly enter your claims data, and this functionality will be available to Administrative and Data Entry portal users.

Product Care Association  
Ontario Service Partner Portal

ACCOUNT SUBMISSIONS HISTORY CONTACT

**SUBMISSION**

Submission Title:  
March Durham Depots and Boat Ev

Download Template  
Upload Spreadsheet

**SHIPPING DOCUMENTS**

File Name
H-1050.pdf
B-0001.pdf
B-0002.pdf
DA-1000.pdf

**SAVED UNFINISHED SUBMISSIONS**

Title	Date	Entered By
March Durham Depots and Boat Event	Jun 15 2015	Annamaria Abels

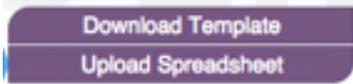
**CLAIMS**

Program	Service Type	Document No.	Pickup Date	Delivery Date	Site ID	Collection Site	Transporter	Processor	Material Category	Container Type	Qty	Weight (kg)	Unit
Ontario Paint	Commin	H-1050	Mar 18 2015	Mar 18 2015	1165	Depot - Scug...	Hotz	Drain-All	Aerosol	205L Dr	2	97	kg

- Some vernacular:
  - Each **submission** will have one, or multiple claim lines on it.
  - A **claim** is a line within the submission, providing the details of the service for one site or event.
  - **Shipping documents** are electronic copies of the paper forms provided to you by the service providers, supporting your claims.

# Online Claims Portal – Submissions

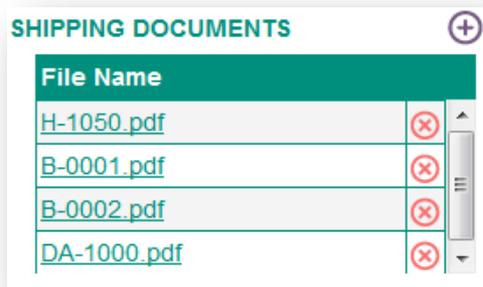
## ***Submission Title, Excel File Location and Upload***

- The submission will be given a title by the user, and will be assigned a number by PCA once submitted.
- Remaining consistent with title and names for each submissions will help with organization (Ex. Submission title could state ABC Co. depot June 18 2015)
- The most up to date excel Upload Spreadsheet is available for download directly from the portal 
- Reminder to save your spreadsheets in the same location each time for quick reference
- You can also reuse a spreadsheet to save time on data entry by revising it, renaming it and uploading it to the portal

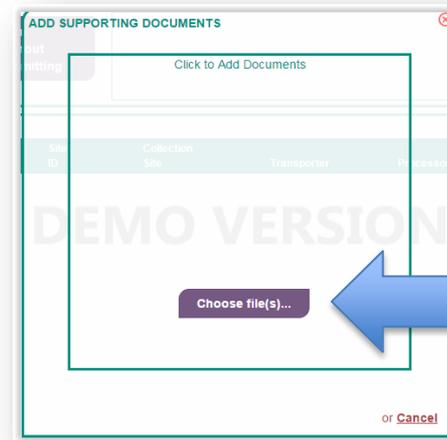
# Online Claims Portal – Submissions

## *Attaching Supporting Documentation to your Submission*

- In order for your submission to be validated by PCA staff, supporting documents must accompany each claim submitted
- Easily attach them to the submission through the portal, and review them in the future if necessary
- If your submission is missing the necessary supporting documents approval of the claim will be delayed
- To make review of the documents easier, please note the document number in the file name



SHIPPING DOCUMENTS	
File Name	
<a href="#">H-1050.pdf</a>	⊗
<a href="#">B-0001.pdf</a>	⊗
<a href="#">B-0002.pdf</a>	⊗
<a href="#">DA-1000.pdf</a>	⊗



# Online Claims Portal – Submissions

## *A Word on Supporting Documentation*

- Product Care will accept Service Provider's BOLs and Manifests to validate claims. PCA has been working with Service Providers to assure their BOLs contain the following information, required for validating a claim;
  - ✓ Name of Generator
  - ✓ Transporter's Name
  - ✓ Processors Name
  - ✓ Document Number
  - ✓ Material Category
  - ✓ Container Type
  - ✓ Quantity of Containers
  - ✓ Net Weight
  - ✓ Unit of Measure



# Online Claims Portal – Submissions

## Features of the Claims Area

- To enter a claim manually, click on the **plus sign**  at the top right of the Claims area.
- You may add a claim line to an un-submitted submission at any time, including after uploading a spreadsheet into the portal



CLAIMS 														
Program	Service Type	Document No.	Pickup Date	Delivery Date	Site ID	Collection Site	Transporter	Processor	Material Category	Container Type	Qty	Weight (kg)	Unit	
 Ontario Paint	Commin	H-1050	Mar 18 2015	Mar 18 2015	1165	Depot - Scug...	Holz	Drain-All	Aerosols	205L Dr	2	97	Kg	
 Ontario	Commin	B-0001	Mar 18 2015	Mar 20 2015	1170	Depot - Broc...	Buckham	Drain-All	Aerosols	205L Dr	4	204	Kg	

- To copy the claim line and revise just a few details, you can click on the **Copy**  button and a duplicate line will appear below
- To remove a line from the Claim area, click on the Red  to the right of the line you want to delete.

# Online Claims Portal – Submissions

## Upload Spreadsheet Introduction

- Must enable Macros within your Excel in order for the spreadsheet to operate properly
- Can copy and paste, use drop down lists, or press CTRL-F (for dates, Sites and Service Providers)

Program	Service type	Document No.	Pickup Date DDMMYYYY	Delivery Date DDMMYYYY	Site ID	Collection Site	Transporter	Processor	Material Category	Shipping Container	Qty	Weight (kg)	Unit
Ontario Paint	Commingled Materials	B-1014	02062015	04062015	1160	Depot - Oshawa Waste Disposal Site	Buckham	Veolia	Aerosols	205L Drum	7	358	Kg
Ontario Paint	Commingled Materials	B-1015	04062015	04062015	1175	Depot - Pickering Waste Disposal Site	Buckham	Veolia	Aerosols	205L Drum	6	305	Kg
Ontario Paint	Commingled Materials	B-1016	02062015	06062015	1170	Depot - Brock Waste Disposal Site	Buckham	Veolia	Aerosols	205L Drum	8	417	Kg

- Save the file on your server for reference, and rename to something relevant to you
- No restrictions on naming convention



# Online Claims Portal – Submissions

## *Manual Entry versus Spreadsheet Upload of Claims Data*

- All of the same fields in the excel spreadsheet are also in the portal
- All of the drop down lists and searchable menus are the same in the portal, as in the excel template
- Once a submission is sent to PCA for validation, it is then exportable to Excel from the history page for your records
- The portal has some simple validations built in which will check to see if your weights seem unusual, if you are missing data, or if you have entered the dates incorrectly. If you use the spreadsheet, these will appear after you upload to the portal.

CLAIMS														
Program	Service Type	Document No.	Pickup Date	Delivery Date	Site ID	Collection Site	Transporter	Processor	Material Category	Container Type	Qty	Weight (kg)	Unit	
 Ontario Paint	Event C...	DA-1003	Apr 7 2015	Apr 15 2015	1180	Event - Lake...	Drain-All	Drain-All	Aerosols	205L Dr...	8	417	Kg	
 Ontario Paint	Event C...	DA-1004	Apr 11 2015	Apr 10 2015	1185	Event - Clar...	Drain-All	Drain-All	Aerosols	205L Dr...	6	417	Kg	

# Online Claims Portal – Submissions

## Data Entry Tips

- Both the spreadsheet and the portal have searchable site names, by pressing the SPACE bar or RETURN key in the portal, or CTRL-F in the spreadsheet
- The pop-up will search for the word that you type anywhere in the string of words

The screenshot shows the 'Ontario Service Partner Portal' interface. The main form is titled 'SUBMISSION' and includes a 'Submission Title' field with the text 'March Durham Depots and Boat Ev'. Below this are buttons for 'Download Template' and 'Upload Spreadsheet'. To the right, there is a 'SHIPPING DOCUMENT' section with a 'File Name' field containing a list of PDF files: 'H-1050.pdf', 'B-0001.pdf', 'B-0002.pdf', and 'DA-1000.pdf'. A 'CLAIMS' table is visible at the bottom left, with columns for Program, Service Type, Document No., Pickup Date, and Delivery Date. A dropdown menu titled 'CHOOSE A COLLECTION SITE' is open, showing a search input with 'bo' and a list of sites with their IDs and names.

ID	Site
1190	Event - Municipal Boat Launch
1330	Event - Bobcaygeon Roads Depot
1355	Event - Clean Harbors Facility
1485	Depot - Boyne Road Depot
1535	Depot - Cobourg HHW Depot
1605	Depot - Bolton Community Recycling Centre
1635	Depot - Peterborough HHW Depot
1845	Depot - Scarborough Transfer Station
3100	Retail - Rona (Boyer Blvd Mississauga)
3140	Retail - Rona (Leamington Talbot St West)
3565	Retail - Rona Cashway (Peterborough)
3695	Retail - Rona Home & Garden (Scarborough)
3765	Retail - Rona Lansing (Scarborough)
3790	Retail - Bonds Décor
3880	Retail - Lowe's (Canada) Warden Scarborough
3965	Retail - Rona (Warden Scarborough)
3985	Retail - Rona (Brockville Stewart Boulevard)
4075	Retail - Rona Building Centre (Cobourg)
4220	Retail - Bonds Home & Garden (Scarborough)

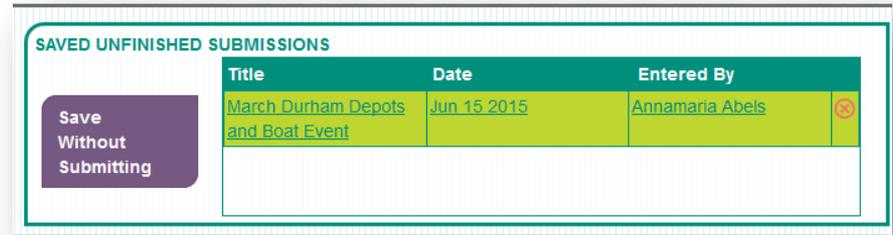
- You can also select from the drop down list, or type in the Site ID
- Lists are available for most fields, or a calendar for the date fields
- Must input a valid entry to all fields



# Online Claims Portal – Submissions

## *Saving Your Submission for Later*

- If you want to go into the portal and enter your data periodically you can save your submission and come back to it later



SAVED UNFINISHED SUBMISSIONS			
	Title	Date	Entered By
<a href="#">Save Without Submitting</a>	March Durham Depots and Boat Event	Jun 15 2015	Annamaria Abels

- Saved submissions are visible to other portal users within your organization
- Once a submission is sent to PCA (submitted) it is removed from the ‘Saved Unfinished Submissions’ area
- Supporting documents that have been uploaded are also saved with the submission

# Online Claims Portal

## *Questions*



- Reminder: To pose questions please type them into the “Chat” function located on the left side of your screen

# Online Claims Portal - History

Annamaria Abels | DURHAM, MUNICIPALITY OF

 Product Care Association  
**Ontario Service Partner Portal**

ACCOUNT SUBMISSIONS **HISTORY** CONTACT

### SUBMISSION LIST

Title, No., Date

SubNo.	Title	Date	Status	Amount
5	April Events Durham	Jun 15 2015	Pending	0.00
3	March Durham Depots and Boat Event	Jun 15 2015	Pending	0.00

### SUBMISSION DETAILS

Sub No.	Submission Title	Date	Submitted By	Status	Amount
5	April Events Durham	Jun 15 2015	Annamaria Abels	Pending	0.00

#### Shipping Documents

[Apr 2015 Durham.pdf](#) 

### CLAIMS

Program	Service Type	Document No.	Pickup Date	Delivery Date	Site ID	Collection Site	Transporter	Processor	Material Category	Container Type	Unit	Qty	Weight (kg)	Amount (excl. tax)
Ontario Paint	Event Collection	DA-1003	Apr 07 2015	Apr 15 2015	1180	Event - Lakeview Park	Drain-All	Drain-All	Aerosols	205L Drum	Kg	8	417	0.00
Ontario Paint	Event Collection	DA-1004	Apr 11 2015	Apr 15 2015	1185	Event - Clarington Operations Depot	Drain-All	Drain-All	Aerosols	205L Drum	Kg	6	350	0.00

- The History page is where all of your submissions will be stored and can be searched for reference
- They can be exported to Excel or generated into a PDF file

# Online Claims Portal – History

## *Features*

- Using the advanced search feature you can search by many of the same fields found in the submission to find a particular one
- When the submission is clicked on, the header and claim details populate in the rest of the page
- The submission status is also tracked and updated as it is approved or rejected by PCA, and when the submission is paid
- Status includes
  - Pending
  - Rejected
  - Approved
  - Paid
  - Reversed



# Online Claims Portal – History

## *Status Changes and Notifications*

- Supporting documents that you attach at the time of submitting are stored with the submission for reference
- When a submission is approved, the amount to be reimbursed will display from within the portal
- After you send your submission to PCA for review you will receive an email and pdf with the submission detailed.



# Online Claims Portal – History

## *Status Changes and Notifications*

- When your submission is approved by PCA, you will also be emailed with an additional pdf showing the amounts to be paid
- HST and the Fuel Surcharge (if applicable) will display as separate line items on the PDF or excel file
- The final email you will receive is confirming when your submission has been paid



# Online Claims Portal

## *Questions*



- Reminder: To pose questions please type them into the “Chat” function located on the left side of your screen

# Online Claims Portal - Live Presentation



# Online Claims Portal – Questions

## *Asked and Answered*

- **How often can I submit a claim to PCA for payment?**
  - ✓ As often as you like, we recommend 1-4 times a month
- **How quickly after my materials are shipped must I make my claim?**
  - ✓ We ask that you submit your claim within 30 days of service
- **How long after I submit until I get paid by PCA?**
  - ✓ Assuming you have accurately completed your submission, and provided all the required supporting documentation, then PCA will aim to review your submission within **3-5 business days**, and will pay 30 days after the submission has been approved



# Online Claims Portal – Questions

## *Asked and Answered*

- **How will I get Paid?**
  - ✓ Payment method is based on your chosen selection when the EFT/Cheque form was submitted
- **How will I get paid for Comingled Aerosols?**
  - ✓ Municipalities will continue to be responsible to pay Service providers for any services rendered in regards to comingled aerosols.



# Online Claims Portal – PCA Contacts

- ***Training and Claims Questions***

**Cherith Sinasac**

Ontario Program Coordinator

[cherith@productcare.org](mailto:cherith@productcare.org)

1.877.592.2972 x237

416.775.1907

**Patrick Chauvet**

Ontario Program Director

[patrick@productcare.org](mailto:patrick@productcare.org)

1.877.592.2972 x356

416.307.2886

- ***Portal & System Questions***

**Sarah Willie**

Manager, Technical Services

[sarah@productcare.org](mailto:sarah@productcare.org)

1.877.592.2972 x231

778.331.1003

- ***Finance Questions***

- [apayaccounting@productcare.org](mailto:apayaccounting@productcare.org)



# Thank you!

**Patrick Chauvet**  
Ontario Program Director  
[patrick@productcare.org](mailto:patrick@productcare.org)  
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